



Incident Command System Liaison Officer (LO)

Overview

User

The user of this job aid will be anyone who is assigned as Liaison Officer within the Incident Command System. The Liaison Officer should be selected from the local response community; briefing someone in from outside the response organization or from outside the geographic area leads to less than adequate performance. To perform these functions effectively, personnel assigned should have previously established a relationship with the participating agencies.

The Liaison Officer is expected to effectively communicate with assisting and cooperating agencies and to bring their concerns to the Incident Commander/Unified Command. Therefore, the position requires good interpersonal and communication skills.

When to Use

This job aid should be used to assist the Liaison Officer whenever an incident has occurred that requires the Incident Command System Organization to respond.

Major Accomplishments

Below is a list of the major accomplishments:

- Rosters of assisting/cooperating agencies and stakeholders
 - Information exchange within organization
 - Information exchange with agency reps/stakeholders
 - Work requirements
 - Section/Unit demobilized
-

References

Below is a list of references that may be required while using this job aid:

- Oil Spill Field Operations Guide (ICS-OS-420-1)
 - NIIMS I-402 Liaison Officer Student Workbook
 - NIIMS ICS Position Manual, Liaison Officer (ICS-220-3)
 - NIIMS Task Book for Liaison Officer (LOFR) (NFES 2304)
 - CG Liaison Officer Manual is under development by NSFCC
-

Continued on Next Page



Overview (Cont'd)

Materials

Ensure that these materials are available to the Liaison Officer during an incident, if not already provided in a unit or section specific support kit.

- ICS Forms Catalog
- Field Operations Guide (ICS OS-420-1)
- Local telephone directory
- Pens/pencils/note paper/stapler/Post-it Notes, etc.
- Blank roster for assisting/cooperating agency and agency representative information
- Blank roster for stakeholder group and point of contact information
- Local Area Contingency Plan (ACP)/Unit OPLAN
- Portable computer, loaded with database of area stakeholder / political entities
- Internet capabilities

General Information

All radio communications to Incident Communications Center will be addressed: “(Incident Name) Communications”

Use clear text and ICS terminology (no codes) in all radio transmissions.



Initial Actions

General Tasks

Below is a general task checklist that should be completed as soon as possible after being assigned to an incident.

STEP	ACTION	
1.	Receive assignment	
2.	<p>Upon arrival at the incident, check-in at designated check-in locations. Check-in locations may be found at:</p> <ul style="list-style-type: none"> • Incident Command Post • Base or Camps • Staging Areas • Helibases 	
3.	<p>Obtain an initial brief from Incident Commander (IC)</p> <ul style="list-style-type: none"> • Size and complexity of incident • Expectations of the IC • Incident objectives • Agencies/organizations/stakeholders involved • Incident activities/situation • Special concerns 	
4.	Review ICS 201 or Initial Action Plan (IAP)	
5.	<p>Maintain a detailed LO Unit Activity Log (ICS 214)</p> <p>NOTE: Log should contain enough detail to reconstruct all events. Expect to provide information on politically hot or sensitive issues.</p>	

Continued on Next Page



Initial Actions (Cont'd)

General Tasks

Job aid continues from previous page.

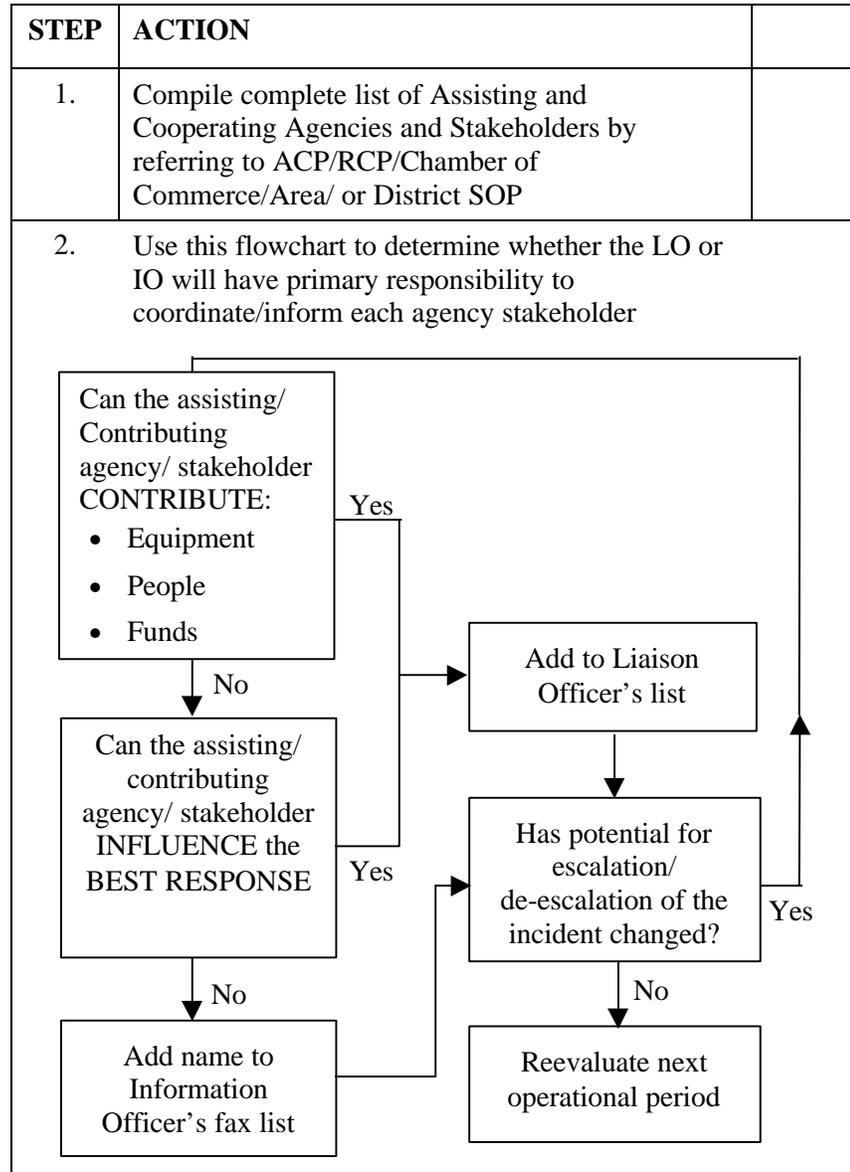
STEP	ACTION									
6.	Establish a work location <ul style="list-style-type: none"> • Accessible • Adequate space • Close to Planning Section • Have Communications capability 									
7.	Acquire work materials from page 2									
8.	Organize, assign, and brief subordinates									
9.	Discuss functions with Information Officer (IO) <ul style="list-style-type: none"> • Ensure no duplication of effort • Responsibilities are clear for IO and LO <table border="1" data-bbox="662 898 1058 1188"> <thead> <tr> <th data-bbox="662 898 808 949">Position</th> <th data-bbox="808 898 1058 949">Responsibilities</th> </tr> </thead> <tbody> <tr> <td data-bbox="662 949 808 1016">IO</td> <td data-bbox="808 949 1058 1016">Public/town meetings</td> </tr> <tr> <td data-bbox="662 1016 808 1083">LO</td> <td data-bbox="808 1016 1058 1083">Stakeholder group meetings/forums</td> </tr> <tr> <td data-bbox="662 1083 808 1188">LO</td> <td data-bbox="808 1083 1058 1188">Provide escort for VIP as directed by IC/UC</td> </tr> </tbody> </table>	Position	Responsibilities	IO	Public/town meetings	LO	Stakeholder group meetings/forums	LO	Provide escort for VIP as directed by IC/UC	
Position	Responsibilities									
IO	Public/town meetings									
LO	Stakeholder group meetings/forums									
LO	Provide escort for VIP as directed by IC/UC									
10.	Track, stay aware of incident expansion/contraction due to changes in conditions, meeting of objectives									
11.	Complete forms and reports required of the assigned position and send material through supervisor to Documentation Unit									



Information Exchange with Agency Representatives/Stakeholders

Identify Agencies

Below is a flowchart for determining whether the Liaison Officer or Information Officer is responsible for coordinating with assisting/cooperating agencies.



Continued on Next Page



Information Exchange with Agency Representatives/Stakeholders

Hold Meetings

Below is a flowchart for holding meetings with Agency Representatives and Stakeholders.

STEP	ACTION	
1.	Review ICS 202 for objectives	
2.	Obtain IC expectations for meeting	
3.	Prepare agenda. Topics include: <ul style="list-style-type: none">• IAP• IC expectations• Validate agencies ability to support IAP• Information on food, medical, shelter for agency resources• Support services available for agency equipment• Immediate supervisor for agency personnel• Agency resource assignment	
4.	Establish meeting time and location prior to planning meeting	
5.	Advise representatives of meeting time and location	
6.	Assign recorder	
7.	Compile list of attendees	
8.	Facilitate meeting	



Section/Unit Demobilized

Tasks

Below are demobilization responsibilities applicable to all personnel assigned to this section/unit.

STEP	ACTION	
1.	Receive Demobilization Plan from Demobilization Unit Leader/Planning Section Chief	
2.	Brief subordinates regarding demobilization	
3.	Debrief appropriate personnel prior to departing incident <ul style="list-style-type: none">• Incident Commander• Planning Section Chief• Logistics Section Chief• Agency representatives	
4.	Supervise demobilization of unit, including storage of supplies	
5.	Provide Supply Unit Leader with a list of supplies to be replenished	
6.	Forward all Section/Unit documentation to Documentation Unit	
7.	Complete Check-out Sheet	



Information Exchange Matrix

Information Exchange Matrix

Inputs/Outputs Below is an input/output matrix to assist the Liaison Officer with obtaining information from other ICS positions and providing information to ICS positions.

MEET With:	WHEN:	Liaison Officer OBTAINS:	Liaison Officer PROVIDES:
Incident Commander	Initial incident brief, Command Staff meeting	Current incident objectives	Information on agencies, stakeholders, potential issues
Planning Section Chief	Planning meeting	Incident situation status Daily meeting schedule IAPs for distribution Projections on incident Names of additional agencies or org. that should be incorporated	Assisting agency capabilities Available resources Status of cooperating agency activities in support of incident Stakeholders concern/issues
Documentation Unit Leader	Planning meeting/ demobilization meeting		ICS 214 (Unit Log)
Operations Section Chief	Planning meeting	Incident situation status during initial phases	Special concerns of agency resources for demobilization
Information Officer	Command Staff meeting/ Planning meeting	Copies of news/press releases Names of additional agencies or organizations. That should be incorporated into the incident	Information on agency/org. participation and scheduled stakeholder meetings Need for Town Hall meeting Information/analysis on stakeholder sentiment Escort of dignitaries under IO responsibility for protocol

Continued on Next Page



Information Exchange Matrix (Continued)

MEET With:	WHEN:	Liaison Officer OBTAINS:	Liaison Officer PROVIDES:
Logistics Section Chief	Planning meeting	Telephones, fax Cellular phone Beepers Assistants Adequate work space	Need for services, equipment, personnel
Finance Section Chief	Planning meeting		Special agency documentation, (e.g., time sheets for cost tracking)
Agency Representatives and Stakeholders	Agency Representative/ Stakeholder Meeting (held before AND after the Planning Meeting)	Information on available resources Information on special agency needs or requirement Information on coop. agency activities in support of incident	Incident status updates Information on logistical support for agency resources Information on assignment of agency resources Information on demobilization procedures Facilitation at the Stakeholder Agency Representative meeting
Situation Unit Leader	Planning Meeting	Future projections for incident	